

The use of Cell Phones, Blackberries and the like on commercial aircraft has become an additional distraction to the working airline crews that are already cut to the minimum. Passengers rarely observe the directives given to them and generally and most flagrantly disregard them as nonsense. In addition, most passengers find cellular users to be a distraction as they frequently slow our boarding down and are as a rule rude and inconsiderate to all other travellers. I have been witness to countless incidents and have participated in the "policing" of passengers behavior after tempers have flared due to the abuse of raised voices, failure to comply with directives and the like. Airlines crews have a difficult job and while we like to believe that making customer satisfaction is our greatest goal, we must also keep in mind that their safety is our greatest priority and should be yours as well. I thank you in advance for your interest. Most Sincerely, Molly Magan, Flight Attendant, Northwest Airlines.